

CITY OF REDWOOD CITY LEAD PUBLIC SAFETY DISPATCHER

DEFINITION

To provide supervision over public safety dispatch; perform clerical/administrative duties required in the Communications Center; perform all duties of a public safety dispatcher as necessary in emergency situations; to assign training and scheduling for newly hired dispatchers and oversee progress; and all related work as assigned by the Communications Supervisor.

EXAMPLES OF DUTIES – Depending upon assignment, duties may include, but are not limited to, the following:

Maintain and update work schedules for dispatcher.

Prepare cassettes regarding radio and telephone activities resulting in legal proceedings.

Assign qualified personnel to train new employees in police dispatching; monitor the progress of these employees.

Compile statistics on calls received.

Maintain procedure manuals, phone listings, and other related material used frequently in the Communications Center.

Schedule and attend senior and staff departmental meetings when the Communications Supervisor is absent.

Assist with press releases as needed.

Maintain incoming/outgoing Motorola equipment for repair.

Maintain employee files.

Assist with preliminary report of complaints regarding employee performance, and assist with disciplinary measures as needed.

Assist with input for employee evaluations.

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Schedule, prepare agenda, and provide minutes for monthly staff meetings.

Assist dispatchers in emergency situations in the Communications Center.

QUALIFICATIONS

Knowledge of:

Modern office procedures, methods, and computer equipment.

Standard radio or telephone communications receiving and transmitting equipment.

Uses and capabilities of city computer and dispatch system.

Geographic features and streets within the area served.

Procedures and policies pertaining to the dispatching of emergency equipment.

Principles of supervision, training, and performance evaluation.

English usage, spelling, grammar, and punctuation.

Ability to:

Communicate clearly and concisely, both orally and in writing.

Exercise independent judgment and work with a minimum of supervision.

Understand and follow oral and written instructions.

Type at a speed necessary for adequate job performance.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Be familiar and current in all aspects of a communications dispatcher to assist in that role as needed.

Work various shifts as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

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Experience:

Three years experience performing duties of a dispatcher and a combination of administrative and/or clerical experience desired.

Effective Date: October, 2000

Bargaining Group: Service Employees' International Union - Local 715